

1140 Revere Point Road
Virginia Beach, VA 23455
8/1/02



Marlene H. Dortch
Office of the Secretary
Federal Communications Commission (FCC)
445 12th Street SW, TW-A325
Washington, DC 20554

Re: Ultratec's Petition on CapTel - Docket 98-67

As a person who has experienced CapTel, I am sending these comments to support Ultratec's petition to the FCC on the offering of CapTel service. I have had the opportunity to experience CapTel calls, and can tell you first hand the impact it has made on my ability to use the telephone.

CapTel has prevented my becoming anxious and stressed out, when I cannot understand information or names on the phone. It is a wonderful relief to be able to compare what I think I heard with the captioning support at the same time. Just today a friend called and repeated something three times on my phone and I could not understand what she said. I asked her to call the relay number for the CapTel and found out she asked, "What do you know about stiff legs?" Apparently she was requesting my nursing knowledge and it was very frustrating not understanding her. With the CapTel, I was immediately cognizant of her question.

I learned about CapTel through the Endependence Center here in Norfolk, VA., Brenda Estes, VDDHH, referred me to Ultratec to be a tester and I am very grateful to her referral.

I did have a little experience calling a VCO number through the Relay System and it is too slow waiting for replies back and forth. One needs a lot of patience.

I wish CapTel was available when I was employed as a Charge Nurse in a Nursing Home. The Doctor called to order a test for a patient with the number 6 in it and I could not hear the high frequency number. I requested him to call my supervisor and tell her so she could relay the order to me. My hearing has become progressively worst since then, however.

I would like to see CapTel become a permanent, full-time service. It is a great improvement over amplified phones alone without the captioning.

In closing, CapTel should be recognized by the FCC as a reimbursable TRS service.

Sincerely,

A handwritten signature in cursive script that reads "Stana E. Piazza".

Stana E. Piazza RN
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